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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the Administrative Services Worker Trainee job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. NAME AND NUMBER CHECKING (14 Questions)**

Employees in this job must be able to compare sets of figures and data to find and reconcile discrepancies and to verify data when working with documents, reports, ledgers, and journals. This section of the exam tests your ability to review and compare two sets of data and determine whether or not discrepancies exist. Data to be compared and reviewed include:

- Names and addresses;
- Social security numbers;
- Random number strings.

**II. ALPHABETIZING (14 Questions)**

Employees in this job must be able to review records and documents and determine the proper alphabetic order in which to file these materials. Test questions presented in this section ask you to:

- Arrange a list of items in alphabetical order;
- Determine where a particular name should be filed within a group of similar names.

**III. NUMERICAL FILING (14 Questions)**

Employees in this job are responsible for classifying and filing material such as documents and records. Test questions presented in this section of the exam ask you to:

- Place data in the proper order from lowest to highest;
- Determine where a particular number or letter/number combination should be placed within a group of numbers.

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#### **IV. INTERPERSONAL SKILLS**

**(10 Questions)**

Employees in this job must be able to communicate and interact with the public as well as other state employees, coworkers and administrative personnel so that accurate information conveyed. Employees must also be able to demonstrate these skills either in face-to-face communication or by telephone. The questions in this exam section test your interpersonal relations skill using typical situations one would encounter on the job. Test question topics include:

- How to effectively respond to questions posed by the public;
- Methods one can use to promote a positive relationship with a supervisor;
- Techniques one can use to enhance working relationships with other staff;
- Methods one can use to promote a favorable impression of the agency and state employees among the general public.

#### **V. ENGLISH USAGE**

**(14 Questions)**

Communication is a significant part of this job. Employees must have the ability to use correct grammar in speech and in writing in order to obtain and provide information in a clear and accurate manner. This section of the exam tests your knowledge of English grammar and syntax. Question topics include:

- Correct forms and use of verbs;
- Identifying which word properly completes a sentence;
- Correct use of punctuation;
- Spelling;
- Contractions.